Windows Sysop Handbook

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Acceptable Use

One of the primary duties of school sysops is to manage the acceptable use agreement forms of students. Before using any computer, each student must have a signed Putnam County Schools Technology Acceptable Use Agreement Form on file in the school. Unless an alternate person is designated by the principal, the sysop is responsible for managing the signed forms.

Copy the latest acceptable use agreement (May 2012) on a single sheet of paper; the latest revision is available on the county website. Both parent and child must sign the form. As sysop, it is your duty to make sure that student accounts are not enabled or created until the signed form is received.

The technology department will add incoming students (K, 6th or 9th grade) to the network. All these accounts will be inactive; the sysop is responsible for notifying the technology department when an account is ready to be enabled. The technology department will also remove all promoted/graduated students from the previous year. New students in other grades or who enter later in the year must be entered individually. The form has a line for the student's exit year, name and WVEIS number; please e-mail this information to your county technology contact.

The acceptable use agreement is valid for a student for the time that he/she is enrolled in the current school. A new agreement must be signed when the student enters a new school.

All employees and contract service providers must also have a signed agreement on file with the Putnam County Schools Personnel Department. In addition, a volunteer/parent agreement is also posted on the county website. Schools retain the signed copies for their files. As the acceptable use agreement is a changing document, new revisions will be distributed periodically.

Although not in the agreement form, parents must give permission before students' names (first and/or last) or pictures (individual and/or group) may be published on the school or county website. Teachers who plan to post student work or images on the web or use Web 2.0 tools have written permission from parents.

Part of the employee acceptable use agreement concerns attaching items to the network. This includes but is not limited to computers brought from home, wireless access points, and long patch cords. Employees are not allowed to install long patch cables to move computers around the room; 15 feet is that maximum patch cord length unless installed by Technology Department. Currently, no personal devices are allowed on the network.

E-mail Contact Duties

The e-mail contact plays a key role in ensuring that the Internet is a functioning, useful, and integrated technology. Contacts must read their e-mail frequently in order to reply and relay information in a timely manner. The following list of tasks may help define the role of the e-mail contact:

- Read e-mail frequently to communicate with other Internet contacts, persons at your location, the West Virginia Department of Education, Office of Technology and Information Systems (WVDE OTIS), and WVNET.

- Participate in the k12techs listserv to receive current information and to seek assistance from others.

- Manage accounts online (http://access.k12.wv.us:1026). At this site you may print lists of users in your school or county, search for users and contacts, process new applications, and request changes be made to specific accounts.

- Review applications (educator and student) for access.k12.wv.us e-mail accounts for completeness and accuracy, enter the user's full name on-line and then submit the staff applications to WVDE OTIS. Student applications are retained at the school.

- Receive newly created e-mail account information via e-mail and relay to the account user.

- Help e-mail users set up mailboxes to receive e-mail.

- Notify OTIS when an account holder permanently leaves the WV educational system (retiring or moving out of state) or has a change in status (employment location, student locations, and name changes). It is not necessary to notify k12admin of graduating seniors.

- Maintain a list of access.k12.wv.us e-mail accounts for your location.

- Request assistance from the county or the WVDE OTIS for Internet related training when the need is identified.

- Report Internet related technical problems to the county when assistance is required.

Obtaining E-mail Accounts

Access e-mail accounts are available to students and employees of Putnam County Schools from the West Virginia Department of Education. In order to receive an account, the user must complete the following steps.

1. Receive training on Policy 2560. Obtain a copy of West Virginia Board of Education Policy 2460 and an Educational Internet Account application. Both are on-line (http://access.k12.wv.us/internet/emailpdf.htm). The policy may be read online, but the application must be printed using Adobe Reader. The site contains a link for downloading Adobe Reader if you don't have it. Print the application double-sided; two separate pages are easier to lose.

2. Read and agree to Policy 2460.

3. Complete the appropriate (Educator or Student) Educational Internet Account application form. *Incomplete forms will not be processed.*

4. Have the application signed by a qualified Internet trainer who has provided you with staff development or training on the appropriate use of the Internet.

5. Make sure that all necessary and original signatures are provided and that the form is complete.

6. Use the online management site (http://access.k12.wv.us:1026) to enter the user's full name and status. Separate buttons for staff and students.

7. Mail the completed staff application to the name and address indicated at the end of the form - no faxes accepted. Beginning September 2008, student forms are no longer mailed.

8. The application will be processed at the WVDE. Incomplete forms will be returned to the sender. Names of qualified new users will be forwarded to WVNET for data entry. WVNET personnel will notify the designated school or county contact via e-mail when new accounts are activated.

Access accounts may be used at school or home or both. If the account is used at home, outgoing mail must be sent via the user's home Internet service provider.
Further instructions are available at the WVDE OTIS web site.
http://access.k12.wv.us/internet/email.htm

Setting up E-mail

When you receive information about a new user account, please follow the steps below.

1. Have the user login to the web mail site to change the temporary password that is assigned when the account is created (http://access.k12.wv.us:1081). The password must have a minimum of 5 characters.

2. Show the user how to check e-mail via the web (http://access.k12.wv.us). A form with instructions is available on the county website (For Employees and Forms).

3. If the access site is not preferred (office staff), use Microsoft Outlook to set up the user account. Select **Tools** -> **Account settings.**

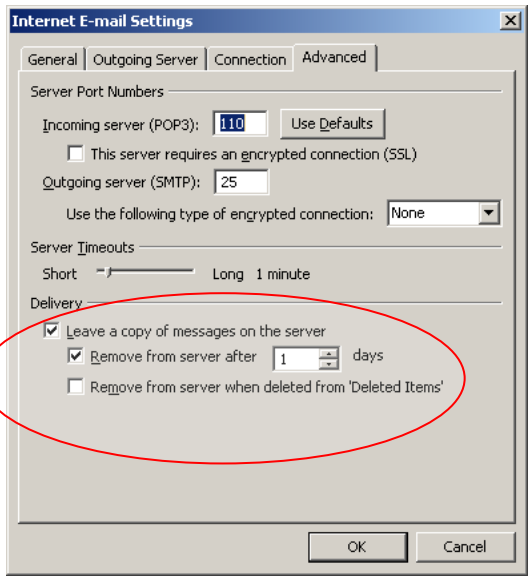
4. Include the following information about the account:

   - Name – Full name (first and last)
   - E-mail address – username@access.k12.wv.us
   - Incoming mail – access.k12.wv.us
   - Outgoing mail – smtp.k12.wv.us
   - Account name – username@access.k12.wv.us
   - Password – password selected in step 1.

5. Send a test message to the user to make sure that the mailbox is set up properly. Have the user reply to the message.

6. Before closing the window, click More Settings. Select the Advanced tab.

7. Add a checkmark to Leave a copy of the message on the server and Remove from server after 1 days. Click OK.



Managing E-mail Accounts

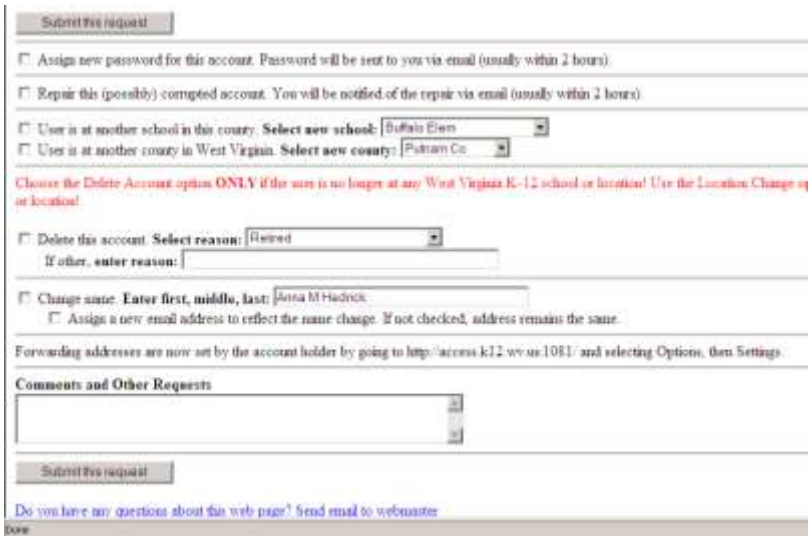
WVDE provides an online site to manage e-mail accounts. The site is available as a link on the 1081 webmail site (click the **E-mail Tools** button) or at http://access.k12.wv.us:1026. Enter your e-mail username and password. Any user may access this site to search for access e-mail addresses. E-mail contacts have extra features.

New e-mail accounts are frequently longer than 8 characters or may have periods. These names do not alphabetize well and are frequently found at the bottom of the list. Try sorting by last name.

The following appears after adding users.

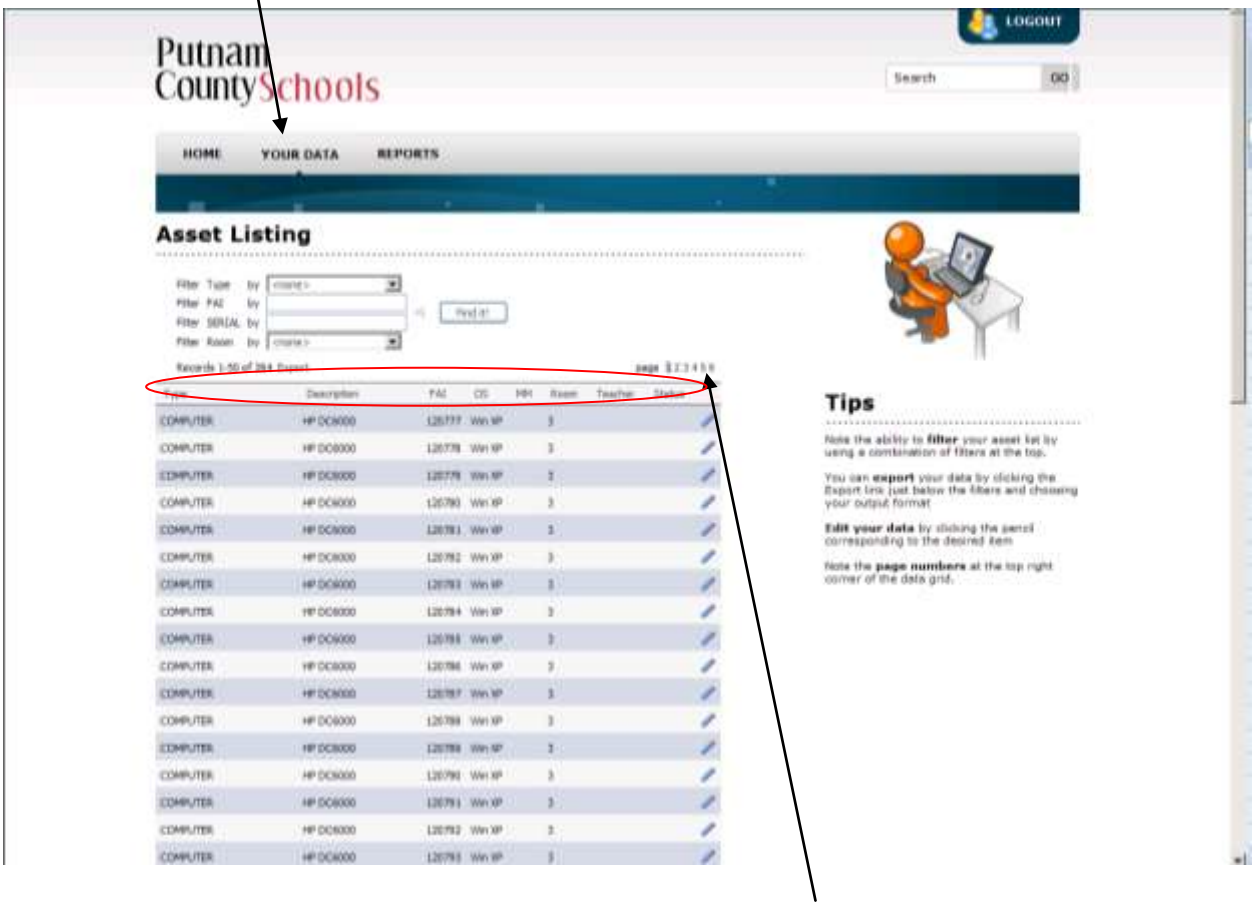
Current list of new users for yo
This is a list of users that have had their data added
user data after that time, contact k12admin. To mak
New User) and re-enter the corrected data.
test test test ST2
Delete Entry
Add Next New Student
Email yourself a copy of this list
Return to Contact Web Page
Do you have any questions about this web page? Se

- Add New Staff/Employee – Search for an existing account first; select T for teachers and aides or A for all other support staff; enter full name
- Add New Student – Search for an existing account first; enter full name in ALL CAPS, WVEIS number & graduation year; verify that students have received training
- Check/Edit you New User list – When new accounts are pending, it brings up page in box to right
- Create a list of accounts in school – sort by username, last name, or type of account
- Promote a class of students to a new school – use this if a majority of your students go to a specific middle or high school
- Search for existing accounts/contacts – searches statewide; may want to enter partial names; may use Click here to transfer selected account to your school to move an account of a new employee when the search is successful
- Submit a request for password change or other account updates
    - Select the user to manage
    - Make a single change listed below. If multiple changes are required, add a comment


Submit this request
Assign new password for this account. Password will be sent to you via email (usually within 2 hours).
Repair this (possibly) corrupted account. You will be notified of the repair via email (usually within 2 hours).
User is at another school in this county. Select new school: Buffalo Elem
User is at another county in West Virginia. Select new county: Putnam Co
Choose the Delete Account option ONLY if the user is no longer at any West Virginia K-12 school or location! Use the Location Change o
or location!
Delete this account. Select reason: Retired
If other, enter reason:
Change name. Enter first, middle, last: Anna M Hedrick
Assign a new email address to reflect the name change. If not checked, address remains the same.
Forwarding addresses are now set by the account holder by going to http://access.k12.wv.us:1081/ and selecting Options, then Settings.
Comments and Other Requests
Submit this request
Do you have any questions about this web page? Send email to webmaster
Done

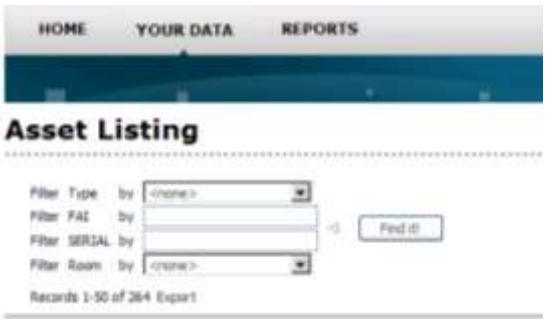
Technology Inventory Database

1. Browse to http://10.56.1.5/pcmaintenance/itinventory .
2. There is a single login for all users from one school.
3. Click the Your Data tab.



4. The school's inventoried equipment will be listed on multiple pages.
5. To make the information more manageable, sort it by any of the **column headers**.

6. Information may be filtered by type or room:
   a. Select type or room number from the dropdown list.
   b. Click **Find it!**
   c. To remove the filter, select <none> and click **Find it!**



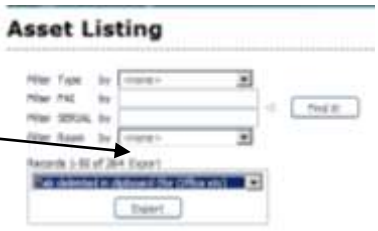
7. To search by FAI or Serial number
   a. Type the number in the appropriate box.
   b. Click **Find it!**
   c. To remove the filter, remove the number and click **Find it!**

8. To edit wrong or missing information, click the pencil at the end of the row and make the necessary changes.

9. In order to use the program for the Digital Divide and annual inventory updates, the following information is required:
    a. *Computers, computer tablets, netbooks, notebooks & mini-notebooks*: status, operating system, room number and teacher, if desired for mobile devices.
    b. *Media tablets*: status, room number and teacher, if desired.
    c. *Projectors and interactive whiteboards*: mounted or mobile and room number.
10. Status, operating system and room number must be selected from a dropdown list.
11. Click **Save** when finished.

12. To begin the deletion process, check *Pending Delete* and enter the orange deletion tag number. Click **Save**.

13. To work with the information in another program (Word, Excel, html, etc.), click the Export link.
14. Select the file format from the dropdown menu.
15. Click **Export** and following the instructions.



16. Four pre-formatted reports are currently available in the Reports tab.
    a. Asset Disposal Form: Prints a list of items marked in step 12. Use the disposal sheets for items lime monitors that are not listed.
    b. Computers by Operating System: report for the Digital Divide.
    c. Assets by room: report to give to teachers for annual inventory.
    d. Projectors – Whiteboards: report for the Digital Divide.

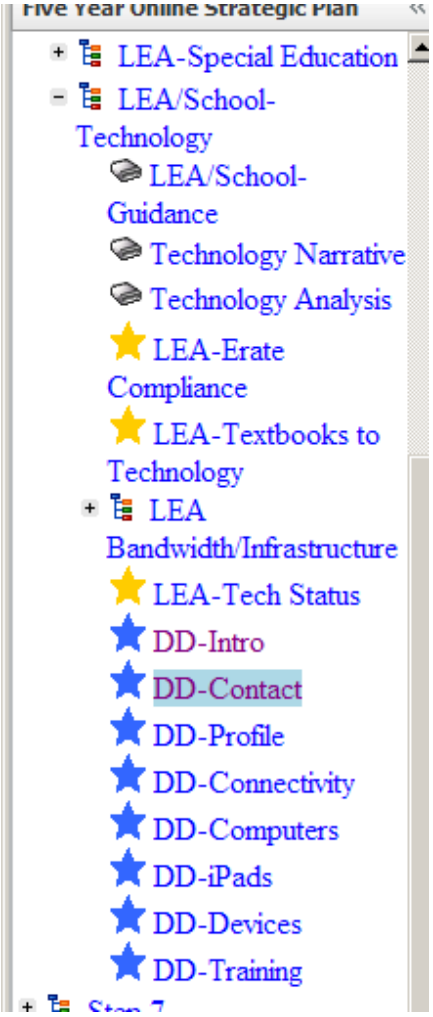
17. If you have trouble with any screens (i.e. deletion), try updating Internet Explorer to a newer version.

Digital Divide Survey

The survey must be updated by **October 15 each year**. Use Internet Explorer to complete the Digital Divide; Firefox will not work.

Steps to complete:

1. Login to the school's strategic plan on the WVEIS website (http://wveis.k12.wv.us). Select WVEIS Web from the blue bar.
2. Select **School** -> **5-Year Strategic Plan Plans** -> **SY08/09.**
3. All principals log in with their WVEIS usernames and passwords. Other must be added to the plan by Dawn Gessel.
4. Click on the plus sign to expand **Compliances** -> **LEA/School Technology**.
5. Update each of the items with a blue star except for **DD-Intro**. Use last year's report as a guide.
6. **DD-Connectivity** – Only complete the number of classrooms with and without Internet.
7. **DD-Computers** – Every computer must be identified by user type (see below), operating system and device type. The new Lenovo mini-notebooks are counted as laptops, not netbooks.
    a. Administrative – principal, secretary, secondary counselor, nurse, etc.
    b. Non-instructional - offices for elementary counselors, PE teachers, department offices, etc.
    c. Classroom student – include labs for business, computer science & tech. ed.
    d. Classroom teacher – Every room should have one designated teacher station (laptop or desktop), even if the students use it at times.
    e. Library – every library has at least one computer
    f. Stationary lab – must be open for general school use.
    g. Mobile lab – should not have desktops.



8. **DD-Devices** – Make sure to update if anything was mounted or added; Mimio Teach devices are counted as mounted.
9. **DD-Training** – Must have a response from every **teacher**; other staff members do not complete.

Network Troubleshooting

I get "The system cannot log you on now because the domain PCS is not available."

1. Make sure the network jumper cable is connected to the network interface card on the back on the computer and to the wall drop box.
2. A green link light on the network interface card indicates that there is connection between the computer and the server.
3. If the light isn't on, you may have a bad patch cable. Try using another cable.

My computer is linked to the network, but I still can't log in.

1. Make sure that you are using the correct login name (access e-mail id for staff or WVEIS number for students).
2. Make sure that your password is typed correctly.
3. Make sure the Caps Lock key isn't on.

No one can login or no one in a specific part of the building can log in.

1. Check the switches to see if they have power.
2. If they don't have power, make sure that a breaker isn't tripped or that the UPS is working.
3. Check the switches to see if any have solid lights.
4. Call the help desk to report the problem and the status of each item above.

Users can login but can't get to the Internet and WVEIS.

1. Check the router for alarm lights.
2. Call the help desk to report the problem and the status of each item above.

Specific websites are not available.

1. 403 forbidden – The site is unavailable due to some internal problem. We may have blocked the site, or there may be a problem on your computer.
2. 500 errors – These are problems that are external. The state may have blocked the site, or the site may be down.
3. Try to go to another site to determine whether the problem is the computer or the site.
4. Call the help desk to report the problem and the error number.

The Help Desk is staffed from 7:30 a.m. – 3:30 p.m. are days that students are in session. Please only leave messages on the 1711 extension as multiple people retrieve messages. In emergency situations (see next page) when you haven't received a call back, please call my phone (1st), my cell phone (2nd) or your computer curriculum specialist's cell phone (3rd).

Technology Equipment Repair Procedure

- When a software or hardware problem is found in audio-visual and/or computer equipment, first determine if it qualifies as an emergency as defined below.

  What is an emergency?
  Technological problems which immediately interfere with the safe operation of the school (example – intercom down school-wide)
  Technological problems which immediately interfere with instruction for significant numbers of students (example – lab, network or Internet down)
  Technological problems which interfere with the regular operation of the whole school (example – WVEIS down school-wide)

  If it is an emergency, the principal or sysop should call the Help Desk (ext. 1711), and a work order should be submitted.

- If it is not an emergency, submit a work order using the online database. Please do not resubmit work orders; they remain on file.

- Only use your own work order database account to enter repair requests. If the request is listed under someone else's name, contact Mary.

- A technology representative will contact you about the problem.

Entering Work Order in the Online Database

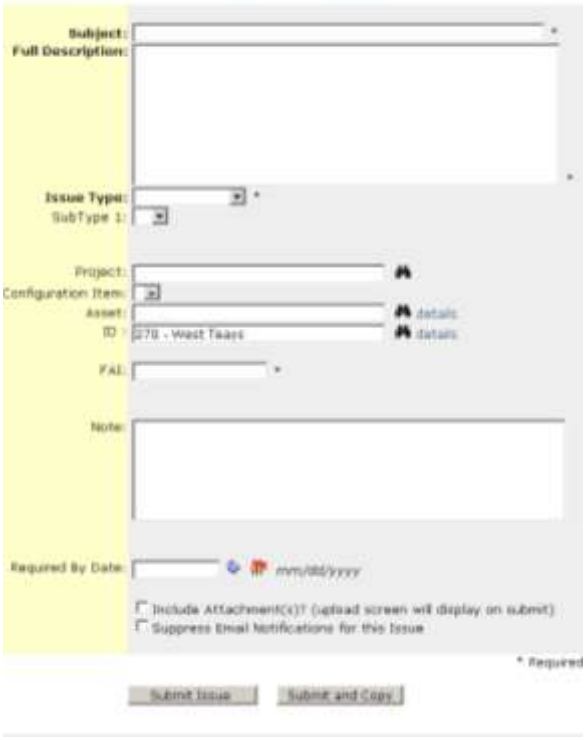
Computers, AV Equipment, TV Cable or Intercoms

1. Start Internet Explorer and go to the entry page (http://boe.putn.k12.wv.us/gss); enter your user id and password.

2. IssueTrak has a navigation pane on the left. The Welcome screen shows the number of open issues (work orders).

3. Select **Submit an issue** from the navigation pane.

4. Enter the following:
   - Subject – 2 or 3 word description of problem.
   - Full description – more details to help the technician
   - Issue and subtype – select from list
   - Asset – select machine name from list (not always there)
   - ID – prefilled
   - FAI – If missing, enter Unknown; if shouldn't have one, enter NA.
   - Note – list classroom, teacher, station name, serial number and other helpful information.



5. Click **Submit Issue** or **Submit and Copy** to duplicate similar problems.
6. Select **Search Issues** from the navigation bar to look up similar problems or search keywords.

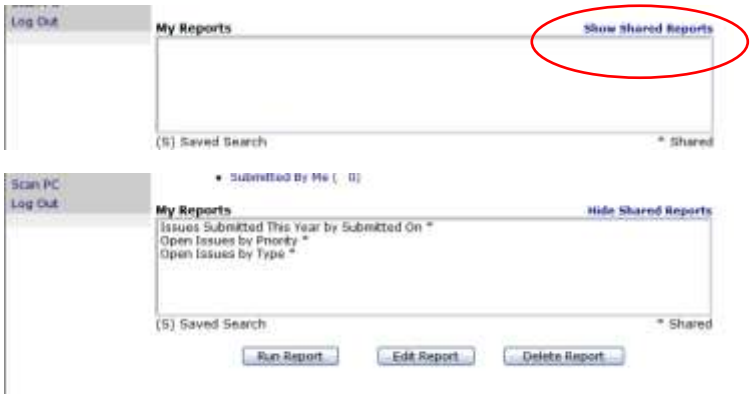
7. Select **Search Issue #** from the navigation bar to see details about a work order.

8. **Knowledge Base** – May search by term or browse by expanding categories. We will be added information about common issues.

9. **Scan PC** – Allows a manual scan to audit the hardware and software of a computer that wasn't included in a school-wide scan. Scanning the PC will add it to the database, where the technology department can make it available under Asset in Submit an Issue. You must enable ActiveX for this to work.

10. **Home -** Select **Show Shared Reports** to display available reports. Select a report and click **Run Reports.** Reports can be printed or exported to Excel.

11. Please do not resubmit any work orders.



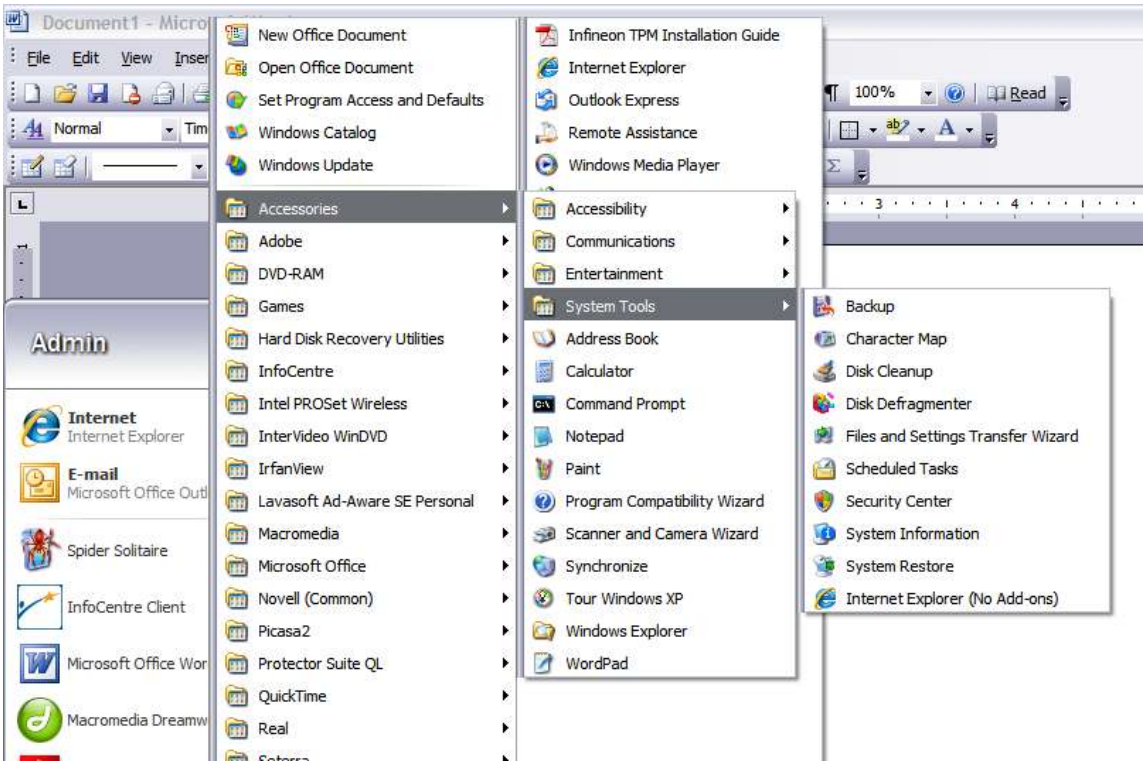
Restarting a Server

At times the Technology Department may ask you to restart a server. Do not restart a server unless asked; valuable information about the server's health is lost on reboot. The technology department will give you instructions on how to do this on a per reboot basis.

Notify users that the server is going to be restarted. This will give users the chance to save files and exit.

Windows Maintenance

Windows maintenance utilities are found in the Program menu. Select the Accessories folder and then System Tools. Further information on all utilities is available from Help on the Start menu.



ScanDisk

Use ScanDisk to check a hard disk for logical and physical errors, and possibly repair the damaged areas.

Disk Defragmenter

Use Disk Defragmenter to reorganize files and unused space on the hard disk so that programs run faster.

Disk Cleanup

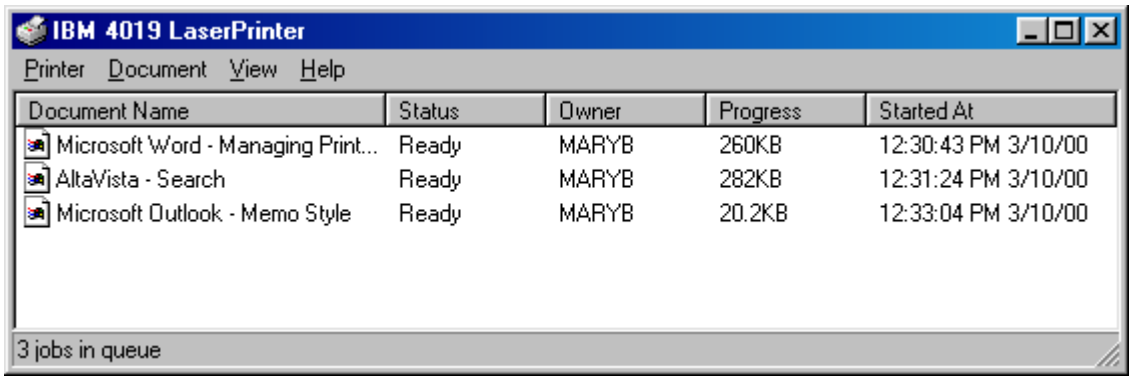
Run Disk Cleanup to free up space on the hard drive. Disk Cleanup searches the drive and then displays temporary files, Internet cache files, and unnecessary program files that can safely be deleted.

Managing Local Print Jobs

Print jobs on a local printer can be managed through the Printer folder. Only print jobs sent from the computer can be managed locally.

1. Click **Start** -> **Settings** -> **Printers and Faxes** or **Devices and Printers**.

2. Select the appropriate printer. Double-click the printer icon to open the print job list.


IBM 4019 LaserPrinter
Printer Document View Help
Document Name Status Owner Progress Started At
Microsoft Word - Managing Print... Ready MARYB 260KB 12:30:43 PM 3/10/00
AltaVista - Search Ready MARYB 282KB 12:31:24 PM 3/10/00
Microsoft Outlook - Memo Style Ready MARYB 20.2KB 12:33:04 PM 3/10/00
3 jobs in queue

3. To delete all print jobs, select Purge Documents from the Printer menu.

4. To delete specific jobs, select the job(s) and press the Delete key or select Cancel Printing from the Document menu.

5. To pause all printing, select Pause Printing from the Printer menu. To pause one job, select Pause Printing from the Document menu.

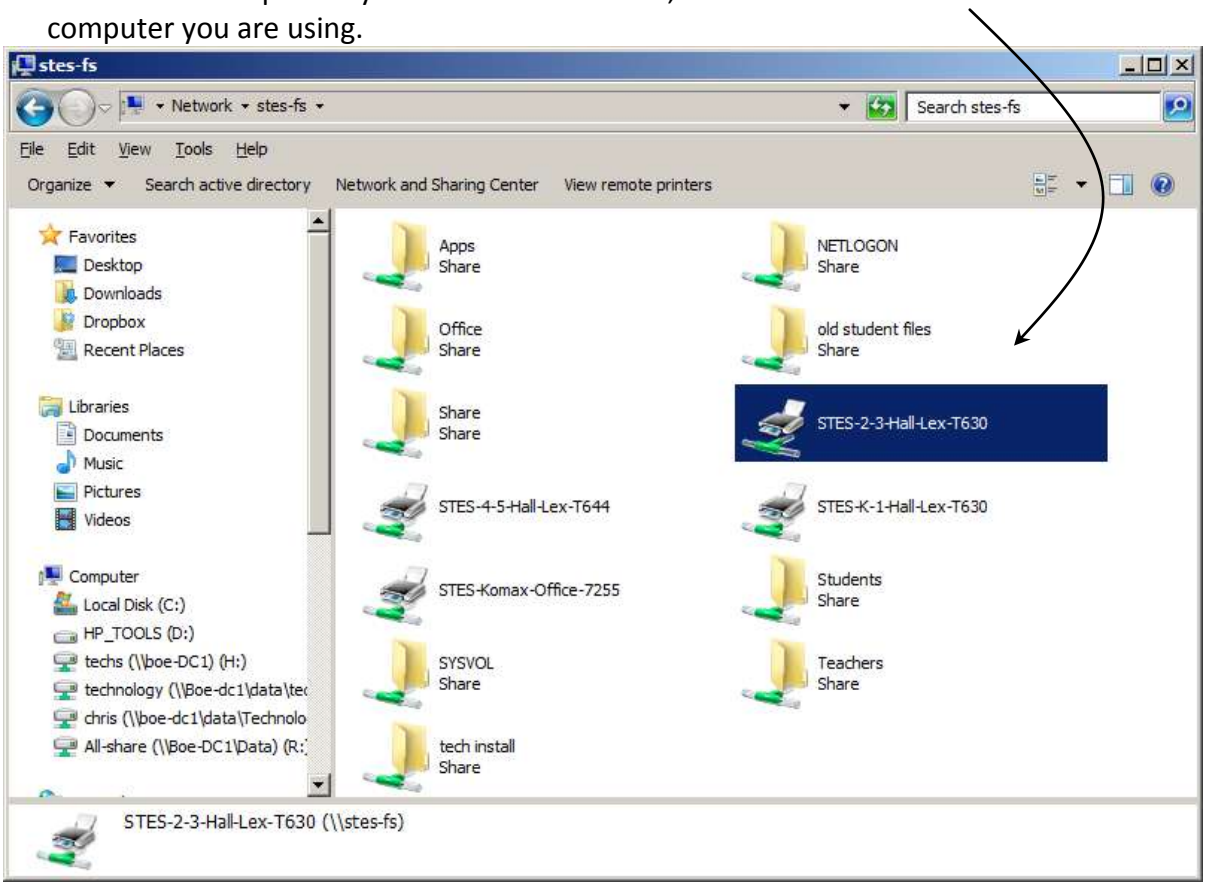
Adding a Network Printer

1. Network printers that are not added by Group Policy can be added by browsing the server from windows explorer.

2. Double click My Computer on the desktop, or click Start and My Computer.

3. In the Bar at the top of the window type the name of the school server with the UNC path (i.e. \\stes-fs\ or \\wtes-fs\) and press the Enter key.

4. Double click the printer you would like to install, and the drivers will be installed for the computer you are using.



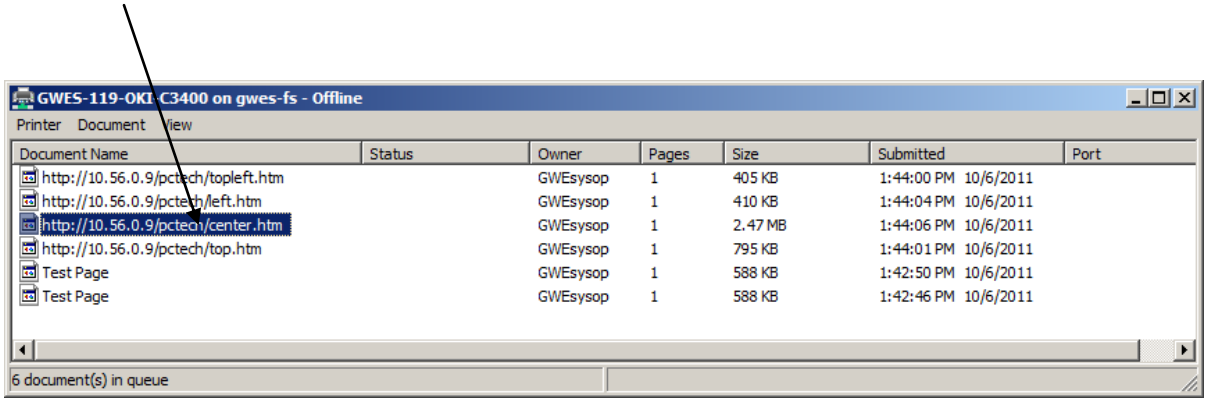
5. The printer queue will open, and you can close that window. The printer is now installed on the computer. If the computer has Deep Freeze installed (student computers), the printer will disappear on reboot. If it is a teacher or office station, it will remain there for your login on that machine. Anyone can install a printer this way.

Managing Network Print Jobs

1. On a Windows XP computer, click **Start** -> **Settings** -> **Printers and Faxes**.
   On a Windows Vista or 7 computer, click **Start** -> **Devices and Printers**

2. Double click the printer to be managed.

3. Right click on the job or jobs to delete, and click Cancel.


GWES-119-OKI C3400 on gwes-fs - Offline
Printer Document View
Document Name Status Owner Pages Size Submitted Port
http://10.56.0.9/pctech/topleft.htm GWEsysop 1 405 KB 1:44:00 PM 10/6/2011
http://10.56.0.9/pctech/left.htm GWEsysop 1 410 KB 1:44:04 PM 10/6/2011
http://10.56.0.9/pctech/center.htm GWEsysop 1 2.47 MB 1:44:06 PM 10/6/2011
http://10.56.0.9/pctech/top.htm GWEsysop 1 795 KB 1:44:01 PM 10/6/2011
Test Page GWEsysop 1 588 KB 1:42:50 PM 10/6/2011
Test Page GWEsysop 1 588 KB 1:42:46 PM 10/6/2011
6 document(s) in queue

4. Sometimes the first document is corrupted. If you just delete it, all the rest may be immediately start printing. This wastes paper if jobs have been sent multiple times. It's usually best to delete all documents and have users send the jobs again.

Maintaining Printers

Printer maintenance varies widely by type and model of printer.

My printer won't power on!

- Make sure the wall outlet has power (Some operate with a light switch);
- Make sure the printer power cable is plugged in on both ends;
- Make sure your power strip is on and the breaker hasn't blown;
- Make sure the printer power switch is on.

My printer is printing garbage!

- Try clearing out spooled print jobs;
- Make sure the printer cable is seated properly on both ends;
- Try powering off all your equipment and powering it back online, sometimes an aborted print job can leave the printer in a confused state;
- Try replacing your printer cable;
- Try downloading and installing the latest printer driver

My printer won't feed paper or is jamming!

- Try reseating your paper tray if you have one (All);
- Try removing the paper and reloading it (Ink jet);
- Make sure the feed selection lever/menu item is in the correct position (Dot Matrix/Laser).

My printer has poor quality output!

- Try a new media (ink or toner);
- Run the print heads through 1 to 4 cleaning cycles (Ink jet).

*** Ink jets need to be used at least once every two weeks or the ink will dry out. Don't install a new cartridge near the end of the school year! ***

My printer is making unusual sounds!

- Do not delay in submitting a work order!

  *** Continued operation of the printer may aggravate the problem. ***

When I try to print, I get error messages on the screen!

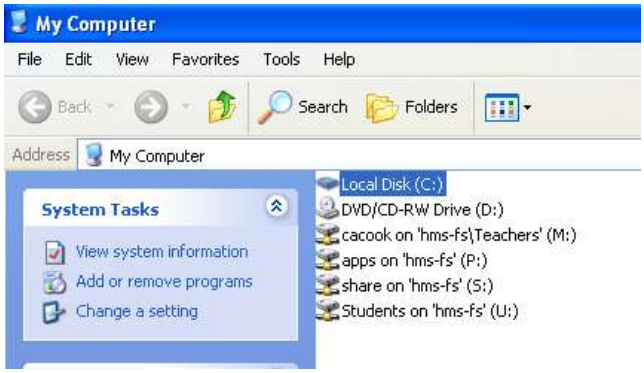
- Try clearing out spooled print jobs;
- Try powering down all your equipment and powering it back up;
- Try reinstalling your printer drivers, driver corruption may have occurred.

Please consult your user's manual for further information. Reminder – most ink jet printers are non-repairable items!

Understanding the File System

The file system contains the structure of directories and files where various users have rights to share or save files or where application software is located. During login, user groups are mapped to the various directories and files that they need to access.

Users can access the file system through Windows Explorer or My Computer. Most users are able to add, copy or delete files through their available drive mappings (home directory).



Data Backups

In order to ensure the integrity of files, backups should be performed frequently on staff workstations. While programs and system files can be easily reinstalled, personal files are lost if not backed up.

The county performs a daily backup of Teacher, Student and Office data from your server to our backup server at the board office. Those files are then backed up offsite to WVNET nightly. We still encourage teachers to backup important data to external media (CD-RW, pen drives, USB hard disks, etc.) These formats are very inexpensive and easy to use.

We are only able to retrieve files from the previous day; maintaining multiple copies of data is very time consuming and expensive. If you need more information on backup options, call your computer curriculum specialist or the Help Desk.

Drive Letter Designation

Office, Teacher and Students

M: User's home directory. Only the user has access to this data. Save personal files here. The user may access them from any network workstation. Size is initially set to 100 mb. Middle and High school students initially have 10 mb because of their lockers. More space can be given on special class needs ie.. graphic arts.

U: A directory containing all student home directories. Note: Student directories are identified by WVEIS numbers. Teachers are able to view and copy into, but not change student files. Students do not get this drive mapping.

S: Share Directory

Students – Directory for teachers to create files and/or folders of materials to share with students. Office and Teachers have full rights; students have read only rights.

Teachers – Directory for Office and teachers to share files. Office and Teachers have full rights. Students cannot see this directory

Office – Directory for only Office staff to share files. Office staff has full rights. Teachers and Students cannot see this directory.

Login Procedures

Press CTRL + ALT + Delete to bring up the log on box.

Welcome to Windows
Windows xp
Professional
Press Ctrl-Alt-Delete to begin.
Requiring this key combination at startup helps keep your computer secure. For more information, click Help.
Help

Type User name and Password, and press the Enter.

If either the User name or Password was typed incorrectly, the Windows XP Log On box will change to a three line box. Do not change anything in the third line. It must remain PCS or in some cases PCS.EDU.

Logging on a Windows Domain differs from Novell; there is no context. A Windows User name and Password will allow a user to log on any Windows Domain connected computer in the county. Users retain home directories and Domain assigned printers regardless of where they log on.

Laptop Logins

After a laptop has been added to the domain and the user has logged on one time, the user profile is created. When this laptop is taken home or away from the domain, the user will login the same way as if at school. ***Workstation Only does not exist***. On Windows XP devices, if a third line is displayed in the Log On box, make sure it has PCS in the box. Otherwise, the user will not be able to log on to Windows.

Changing Your Own Password

1. Press Ctrl, Alt and Delete at the same time.

2. Select Change password.

3. Type the current password and your new password (twice).

4. A dialog box will appear stating that the password has been changed.

Adding/Deleting Users

Currently, it is not possible for sysops to add or maintain users on the Windows server. We are working to make this possible in the future.

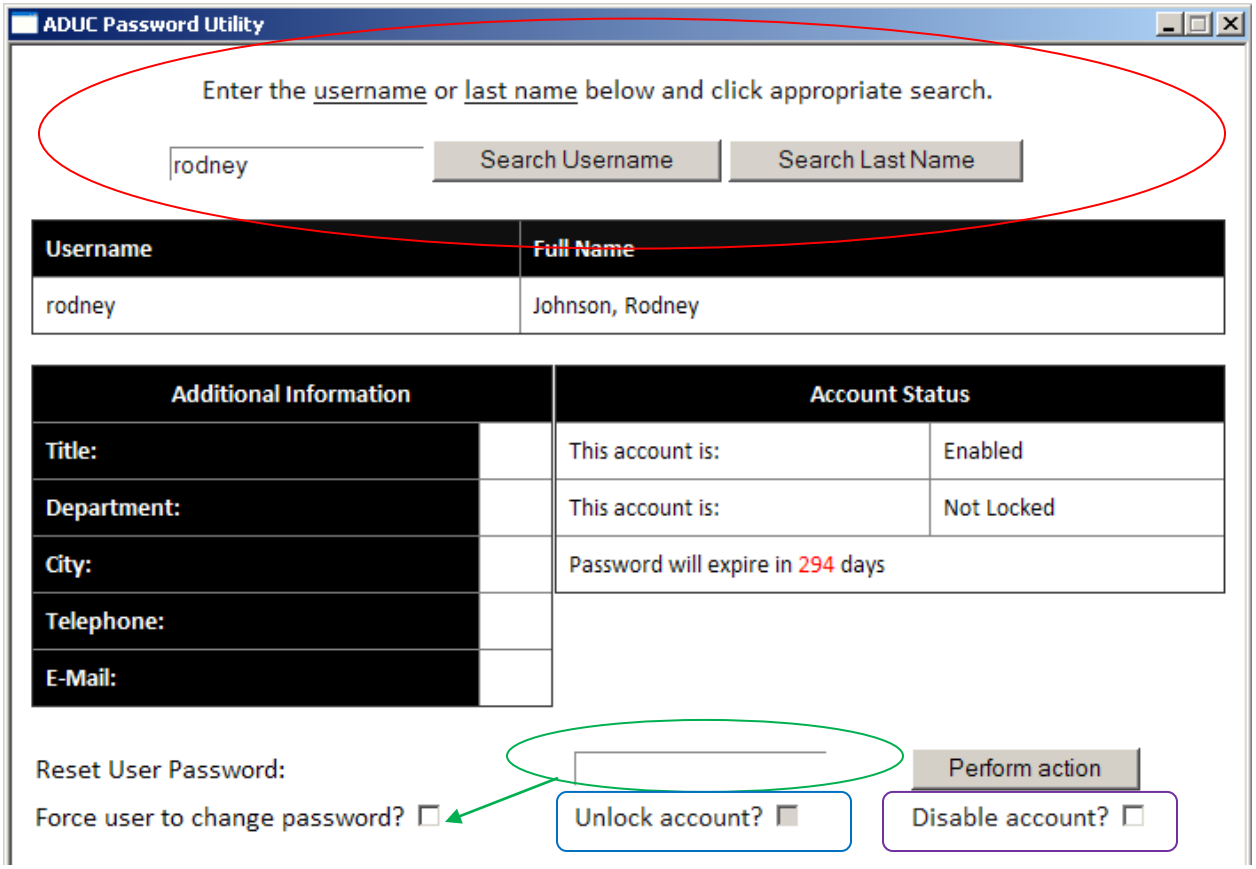
When requesting a new account, please make sure to include the student's full name, WVEIS number and grade level. For new staff members, include the full name and access e-mail ID.

As a general rule, student users should not be deleted. Many students transfer from school to school during their education. It is easier to leave them in the system until their class leaves the school. Technology department personnel will delete the graduating/promoted class at the end of the year and add the incoming class.

Computer curriculum specialists delete staff members who leave the building. Files are usually retained for six months. If you see users listed who are no longer in your building, please contact your specialist to have the accounts deleted.

Managing Student Accounts on the Windows Server

1. Open your home (M:) drive in My Computer /Computer.
2. Double click **Student Account Manager**.
3. When the program starts, enter the **student's username** (i.e. WVEIS number) or **last name** in the box below. Click the appropriate button.



4. To **reset the student's password**, type the user's first name in the box. For high school students, check *Force user to change password.* Click *Perform action*.

5. To **unlock an account**, put a checkmark in the box and click *Perform action.* Accounts will unlock automatically after 10 minutes.

6. To **disable/enable an account**, put a checkmark in the box and click *Perform action.*